




# Cocoa Beach Police Department

## Standard Operating Procedure



<b>Effective Date:</b> April 1, 2026	<b>Replaces:</b> <b>Amends:</b> February 13, 2023	<b>Number:</b> 300.05
<b>Subject:</b> Communications		<b>Re-Evaluation:</b> 2027
<b>Distribution:</b> All Members	<b>Related CFA Standards:</b>	
<b>Approving Authority:</b> Chief of Police Kris Kuehn		
<b>Approval Date:</b> March 31, 2026		

### 1. PURPOSE

The purpose of this standard operating procedure is to establish uniform procedures for Cocoa Beach Police Department members regarding the Brevard County Sheriff’s Office Unified Communications Center (UCC) and Judicial Process Unit. Established through the Law Enforcement Dispatch Services Agreement made effective the 1<sup>st</sup> day of April, 2026, this policy defines the operational interface between the UCC and Department members to ensure the professional, efficient, and safe intake and dissemination of information, calls for service, and radio traffic.

### 2. SCOPE

This standard operating procedure shall apply to all members of the Cocoa Beach Police Department.

### 3. POLICY

It shall be the policy of the Cocoa Beach Police Department to utilize the UCC for the coordination of law enforcement communications and the Judicial Process Unit for Teletype services, as established by the Law Enforcement Dispatch Agreement.

While the UCC provides dispatching services, Cocoa Beach Police Department members shall remain governed by Department Standard Operating Procedures during all radio and data transmissions. This policy ensures that the exchange of information between Department members and the UCC is conducted in a manner that prioritizes officer safety, public service, and adherence to Departmental standards. UCC members shall refer to their policies and procedures.

### 4. DEFINITION(S)

- A. CALL FOR SERVICE NUMBER (CFS) – Numerically automated sequenced numbers that track all dispatch calls for service and officer activity. Number resets after 9999.
- B. CASE NUMBER – A sequential number predicated by the year, which is issued by the Sheriff’s Office Unified Communications Center to identify and track calls for service.
- C. COMPUTER AIDED DISPATCH (CAD) – A system to record criminal and non-criminal requests for service.
- D. EMERGENCY TRAFFIC – Cessation of all radio traffic, except by members responding to a specific emergency situation.
- E. FCIC – Florida Crime Information Center
- F. HOT FILES – Information related to stolen property and wanted and missing person maintained by FCIC and NCIC.
- G. INCIDENT NUMBERS – Numerically automated sequenced numbers that track all dispatch calls for service and officer activity. This number resets annually.

- H. JUDICIAL PROCESS TECHNICIAN – Sheriff’s Office personnel assigned to the Judicial Process Unit who perform the technical tasks of entering, confirming, or cancelling records in FCIC/NCIC.
- I. JUDICIAL PROCESS UNIT – The unit within the Sheriff’s Office responsible for processing teletype functions, including but not limited to FCIC/NCIC entries, hit confirmations, and cancellations.
- J. MOBILE DISPATCH SYSTEM (MDS) – The CAD software and hardware interface that allows personnel to electronically receive calls for service, update status, perform database inquiries, and message the UCC or other units.
- K. NCIC – National Crime Information Center
- L. TALK GROUP – A designated radio group, designed for single or multi-site utilization.
- M. UNIFIED COMMUNICATIONS CENTER (UCC) – The regional communications hub operated by the Brevard County Sheriff’s Office that provides 24-hour centralized 911 intake and emergency and non-emergency dispatching services for the Department.

## 5. PROCEDURES

### A. RADIO PROCEDURES

1. This Department has 24-hour two-way radio capability providing continuous communication between the UCC and all sworn members on duty.
2. Patrol officers shall always have in their possession a portable radio and each patrol vehicle will be equipped with a radio.
3. All radio transmissions shall be professional, brief, and concise. Members shall utilize designated 10-codes, call classifications, dispositions and priority codes approved by the Department. Approved Radio Codes utilized by the Department when communicating with the UCC are listed on the [Brevard County Sheriff’s Office Radio Codes](#).
4. Members shall monitor their assigned talk group at all times while on duty to ensure they are available for dispatch and aware of emergency traffic.
5. Members are to maintain the capacity to communicate with the UCC or attempt to notify the On-duty Shift Supervisor when conditions limit their ability to do so.
6. Members are to notify the UCC and provide their location when they are not available for communications (i.e., court appearances, depositions, etc.)
7. Members shall not transmit personal messages, unnecessary "chit-chat," or sensitive information that should be handled via the MDS or telephone.
8. When initiating a transmission, members shall identify themselves by their assigned radio call sign.
  - a. Members can refer to [Cocoa Beach Police Department Radio Call-Signs](#) for the appropriate identifier depending on position, shift, and zone.
  - b. Units calling the UCC will utilize their assigned call sign and suffix the transmission with “Brevard”.
9. On-duty Shift supervisors shall provide the on-duty shift roster to the UCC as soon as practical after the start of their shift.
10. All members will advise the UCC of the following:
  - a. On duty
  - b. Off duty
  - c. In-service
  - d. Out of service
  - e. En-route to a location
  - f. Arrival at a location
  - g. Changes in their location or status while performing call for service duties
  - h. Clearing of a scene

- i. Location or contact means when away from their assigned vehicle
  - j. Requests for Case Report number
  - k. Change to the call type prior to disposition of the call
11. All members shall advise the UCC via radio when there is citizen contact or threat to officer safety. Such activity includes but is not limited to the following:
- a. When stopping a vehicle for any reason
  - b. Their location or status when investigating suspicious persons or incidents
  - c. When involved in a situation requiring emergency radio traffic
12. All Cocoa Beach Police Department radios are equipped with an emergency signal transmit button. In the event of an emergency where a member is in immediate danger, the member shall:
- a. Depress the emergency signal transmit button on their portable radio.
  - b. Once the emergency button is activated, the member should attempt to provide their location and the nature of the emergency if possible.
  - c. All other units shall cease routine radio transmissions once an emergency signal has been activated until the UCC or the On-duty Shift Supervisor clears emergency traffic.
  - d. Cancellation of the activation will occur when the initiating member provides the proper cancellation information, or when the On-duty Shift Supervisor determines that the emergency traffic can be cleared. The initiating member must be able to provide one of the following cancel combinations: **“10-66 ID # 10-66” or “ID # 10-66 ID #”**
  - e. If the emergency button is depressed accidentally, the member shall immediately advise the UCC and provide the cancel combination. The alert is not considered cleared until the combination is verified.
13. Emergency radio traffic can be initiated by members on duty or responding to a call for service, the On-duty Shift Supervisor, or the UCC. Emergency radio traffic shall be used in the following situations:
- a. It is reasonable to believe that a danger of loss of life or serious bodily injury to a person exists.
  - b. A forcible felony in progress or just occurred, whether the suspect is in the area of the crime scene
  - c. Vehicle or foot pursuits
  - d. Building searches
  - e. Whenever requested by a member
14. The alert tone activation will indicate to all members that 10-33 traffic is active for the call and that all members with non-emergency traffic will need to switch to East radio channel.
15. All members shall return to the primary channel once emergency traffic is cleared.
- B. JUDICIAL PROCESS UNIT**
- 1. Per the Law Enforcement Dispatch Agreement, all requests for teletype functions are processed exclusively by the Judicial Process Unit.
  - 2. If an officer requires the Judicial Process Unit for a Hot Files check, the officer must state the following advising the UCC they are switching to Teletype: “ID # to Brevard, 10-58 to Teletype.”
  - 3. Upon switching to Teletype, the officer will provide the Judicial Process Technician with the necessary identifiers (i.e. name, DOB, VIN, serial number, etc.) to conduct the inquiry.
  - 4. Once the inquiry is complete, the member will return to the primary radio channel.
- C. MDS PROCEDURES**
- Sworn members shall log into the MDS at the beginning of their shift and remain logged in until the end of their shift. Members with MDS installed in their vehicle must log themselves on prior to operating their patrol vehicle, and must remain logged on at all times while the patrol vehicle is in operation. When multiple units are working as one unit (i.e., FTO program), the primary unit should log on as the primary user. The second unit shall be logged on as a secondary user.

1. Non-Emergency Calls for Service with No Threat to Officer Safety
  - a. Upon assignment of a non-emergency call for service, the officer will automatically receive an incident dispatch notification screen on the MDS. All incoming dispatches shall be viewed as soon as practical. After initial dispatch, any officer safety related updates or exigent circumstance updates received by the UCC shall be voice dispatched to the responding units as well as updated in CAD.
  - b. After viewing the dispatched call, the officer shall acknowledge the call verbally advising they are en route, and location from which they are responding.
  - c. When the officer has arrived on-scene, he/she shall indicate that status through the use of the on-scene function key on the MDS application. This will change the unit's status to on-scene (verbal acknowledgment is not required).
  - d. Upon completion of the call, the officer shall type the agency approved disposition code along with any applicable relevant closing comments in the comment space provided. All comments that are added to the disposition or by using the log comment function must be factual, professional and directly related to the call as these comments are subject to public records review.
  - e. The officer will verbally advise they are "10-98" and give call disposition notifying both the UCC and the On-duty Shift Supervisor they have cleared the call.
  - f. Officers may add the disposition in lieu of typing it in the comments; they can also self-close if allowed.
2. Non-Emergency Calls for Service with Possible Threat to Officer Safety
  - a. The UCC will verbally dispatch the call type and address along with supporting details pertaining to officer safety (e.g., weapons or past violent behavior) or when requested by responding personnel without access to MDS. Members will have the ability to view the dispatched incidents.
  - b. The officer shall verbally advise en route and on-scene via radio.
  - c. When completing the call, the officer shall type the agency approved disposition code along with any applicable relevant closing comments in the comment space provided. All comments that are added to the disposition by using the log comment function must be factual, professional and directly related to the call as these comments are subject to public records review.
  - d. The officer will verbally advise they are "10-98" and give call disposition notifying both the UCC and the On-duty Shift Supervisor they have cleared the call. UCC will review the disposition and comments and clear the call.
3. Emergency Calls for Service
  - a. The UCC will verbally dispatch the call type and address along with supporting details pertaining to officer safety (e.g., weapons or past violent behavior) or when requested by responding personnel without access to MDS. Units will have the ability to view the dispatched incidents.
  - b. The officer shall verbally advise en route and on-scene via radio.
  - c. Officers responding as back-up may use the back-up function on MDS in lieu of voice in order to facilitate emergency radio traffic and allow for emergency transmissions to be sent and received.
  - d. When completing the call, the officer shall type the agency approved disposition code along with any applicable relevant closing comments in the comment space provided. All comments that are added to the disposition by using the log comment function must be factual, professional and directly related to the call as these comments are subject to public records review.
  - e. The officer will verbally advise they are "10-98" and give call disposition notifying both the UCC and the patrol supervisor they have cleared the call. UCC will review the disposition and comments and clear the call.
4. The MDS should be used for routine status changes and non-emergency data exchanges to keep the primary radio talk group available for traffic. Routine status changes include but are not limited to:

- a. On-scene
  - b. Change assigned location
  - c. Completion of call with closing comments and disposition (this needs to be verbalized as well via radio transmission for supervisor and zone unit awareness)
  - d. Return to station
  - e. Busy
  - f. 10-10
5. All self-initiated calls **not involving officer safety** may be entered using the self-initiated function keys and the appropriate dispatch codes. Self-initiated calls include:
- a. Special details (include detail duration)
  - b. Searches (secondary/supplemental purposes)
  - c. School zones
  - d. Patrol areas (Marine, Business, Residence, School)
  - e. Abuse (secondary/supplemental purposes)
  - f. Traffic control device not working
  - g. Traffic enforcement
  - h. Storm Damage
  - i. Animal Complaint
  - j. Information
  - k. Fraud
  - l. Civil
  - m. Lost Property
  - n. Found Property
  - o. Lost Tag
  - p. Theft (Not in progress and no suspect present)
6. The MDS should be used for self-initiated calls except in circumstances where officer safety may be jeopardized. If officer safety is compromised, the self-initiated activity **MUST** be verbally communicated to the UCC via the radio.
- a. When a member self-initiates a call, a separate unit status entry is made. This includes activity such as directed patrol, area checks, foot patrols, etc. The 'Self Initiate' button is not to be used for administrative functions such as 10-19, etc. The '10-6 key' shall be the only method used for administrative check-outs.
  - b. The UCC as well as the self-initiating unit shall ensure unit checks are conducted and confirmed within allotted time frames. Back up units shall be dispatched as necessary.
7. Traffic Stops
- a. Officers shall **not** self-initiate traffic stops via MDS or telephone call.
  - b. Traffic stops will always be verbally initiated over the radio by the officer.

## 6. APPENDICES

- A. [Brevard County Sheriff's Office Radio Codes](#)
- B. [Cocoa Beach Police Department Radio Call Signs](#)

## 7. REFERENCES

- A. Law Enforcement Dispatch Services Agreement
- B. Brevard County Sheriff's Office SOP CC-3 Mobile Dispatch System
- C. Brevard County Sheriff's Office SOP 500.04 – Communications
- D. Brevard County Sheriff's Office SOP 500.00 – Patrol Functions